(2) To achieve and maintain high degree of customer confidence by continuous upgradation of technology, service performence and prompt attention to customers.

(3) To develop sound marketing strategy with cost effective solutions.

(4) To generate adequate internal resources to finance Company's investment plans, working capital needs and to build its reserves besides payment of dividends to VSNL's shareholders.

(5) To continously enhance the quality of services.

(6) To enlarge the availability of Overseas Telecommunications Services.

(7) To seek, promote and foster excellence amongst the work force, improve productivity update human and machine capabilities.

(8) To represent and particiapate in the activities of INTELSAT, INMARSAT, Commonwealth Telecommunications Council (CTC), Asia pacific Telecommunity (APT), and other worlbodies to cater to the interests of VSNL and the country.

Some of the important physical and financial targets are given below

Telephone paid minutes (Million)	870	
Leased Voice/data circuits (Nos.)	195	
GPSS traffic	335	Segment million
Paid Minutes per employee per day	1030	minutes
Gross margin (profit before interest, tax & depreciation)	4663	million
Net profit (profit after Tax/Capital employed X 100)	Rs. 12.5%	

B. *Steps taken to implement the MOU*

VSNL would make suitable long term plans, strategies and actions to meet the objectives indicated in the MOU. DOT will provide expeditious assistance in areas wherever required including obtaining Government clearances, settlement of accounts through agreed Revenue Sharing formula and timely provision of local leads and adequate number of circuits. VSNL will be given necessary freedom in setting up facilities as per the terms of license and general policy of the Government.

Sanction of telephones on out of turn basis

853. SHRI O. P. KOHLI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the total number of telephone connections sanctioned by the Minister of State for Communications on out of turn basis out of his discretionary powers from Ist July, 1993 till date;

(b) whether the connections so sanctioned exceed five per cent of the total number of connections granted in a year; and

(c) if so, the reasons for flouting the orders of the High Court of Delhi passed on 19th July, 1993 in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) 21,287 telephone connections have been sanctioned on out of turn basis by the Minister of State for Communications out of his discretionary powers from Ist July 1993 to 30th November 1994.

(b) No, Sir.

(c) Does not arise.

Registration amount for a telephone

854. SHRI O P. KOHLI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that Mahanagar Telephone Nigam Limited is

demanding security amount from the people at the time of registration for a telephone;

(b) if so, the details thereof;

(c) whether the deposit money has been increased recently and if so, the reasons therefor;

(d) whether the Nigam is not giving any interest on the deposited amount;

(e) if so, the reasons therefor;

(f) whether the Nigam is asking for the rental charges in advance instead of adjusting the same from the deposited money; and

(g) if so, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) to (g) The information is being collected and the same will be placed on the Table of the House in due course.

Telephone Bills

855. SHRI O. P. KOHLI: Will the Minister of COMMINICATIONS be pleased to state:

(a) whether Mahanagar Telephone Nigam Ltd. are charging a sum of Rs. 10/- for registered notices which in fact in many cases are not received by the subscribers;

(b) if so, the reasons for charging this sum and the steps taken to refund this amount to persons who complain of not having received any registered notices;

(c) whether there are ample number of cases where the subscribers do not received the telephone bills and the arrear is shown in the subsequent bills but not added in the amount to be paid for that month;

(d) if so, the reasons for not adding that amount in the amount of the next bill and the s eps taken to do so henceforth;

(e) whether the Nigam is not sending duplicate bills to the subscribers who have requested for the same but continue to threaten him with disconnections;

(f) if so, the reasons for not sending duplicate bills to such subscribers; and

(g) the number of such letters received in the South Area-I of MTNL in each of he last six months and the action taken on each of such letters?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) MTNL is charging Rs. 10/- per registered reminder notice in all cases where registered notices are mailed to the subscriber, This amount is charged to meet the cost incurred in issue of the Registered Notice Charges levied wrongly, on being noticed, are reduced from the billed amount. If the bill has already been paid, the amount is adjusted in the subsequent bill.

(c) There are some cases reported of non receipt of bills, in all cases where an earlier bill remains unpaid the outstanding amount is reflected as arrears in the subsequent bill to serve as a reminder to the subscriber.

(d) It is not proposed to change the existing procedure as the accouting is being done with reference to the amount of each bill issued and not with reference to the total amount outstanding. It also takes care of late payments, which could not be accounted for before the issue of the next bill.

(e) No, Sir.

(f) Does not arise in view of (e) above.

(g) During the last six months 23 letters were received in the Sout